

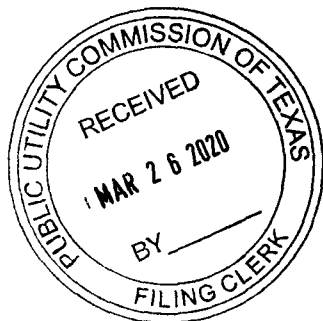


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**To:** Public Utility Commission of Texas

**From:** Helvey & Associates

**Date:** March 24, 2020

**Re:** COVID-19 Response Measures; Project 50664

This letter is in response to the Public Utility Commission of Texas's request for parties to inform the Commission of initiatives related to COVID-19, under the project number 50664.

We have executed our *Disaster Recovery & Business Continuity Plan* in accordance with our SOC2 Type2 standards of compliance certification. This strategic plan guides leadership through internal communication, external communication (i.e. website, community) and all-client notification protocols. During this pandemic we have suspended all walk-in payments and consumer direct contact. Under the recent order from Indiana Governor Eric Holcomb, the "Stay at Home" direction has added moving our workforce home, via remote workstations or telecommuting, until April 7, 2020.

We are continuing to work with all consumers on payment options, deferring payments or possibly suspending collection activities on accounts in concert with our client's direction, governing mandates or laws. As always, consumers can communicate with Helvey & Associates through email or telephone. Our secured website payment portal and #800 IVR system remain available for payments 24/7.

In addition to these actions, Helvey & Associates will continue to follow the guidance from the Federal, the various States and Local governments we work in. We are monitoring these communications and the impact to our internal policies and procedures as the situation evolves.

Respectfully,

Tim Minear  
VP Sales & Marketing  
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